

# Morgan Lewis

**Ulises R. Pin**

Partner  
+1.202.373.6664  
ulises.pin@morganlewis.com

**February 1, 2019**

**VIA ECFS**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Suite TW-A325  
Washington, DC 20554

Re: **EB Docket No. 06-36**  
**Masergy Cloud Communications, Inc. - Filer ID 827368**  
**Masergy Communications, Inc. – Filer ID 822230**  
**CY2018 Annual CPNI Compliance Certification**

Dear Ms. Dortch:

On behalf of Masergy Cloud Communications, Inc. and Masergy Communications, Inc. and pursuant to 47 C.F.R. § 64.2009(e), enclosed are calendar year 2018 CPNI Certifications.

Respectfully submitted,

*/s/ Ulises R. Pin*

Ulises R. Pin

*Counsel for Masergy Cloud Communications, Inc. and Masergy Communications, Inc.*

**Morgan, Lewis & Bockius LLP**

1111 Pennsylvania Avenue, NW  
Washington, DC 20004-2541  
United States

**T** +1.202.739.3000  
**F** +1.202.739.3001

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2018

Date filed: February 4, 2019

Name of companies covered by this certification: **Masergy Cloud Communications, Inc. and Masergy Communications, Inc.**

Form 499 Filer 1D: **827368 and 822230**

Name of signatory: Irene Peterson

Title of signatory: Assistant Secretary

I, Irene Peterson, certify that I am an officer of the companies named above, and acting as an agent of the companies, that I have personal knowledge that the companies have established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the companies' procedures ensure that the companies are in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, safeguards, recordkeeping and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

The companies have not taken any actions against data brokers in the past year.

The companies have not received any customer complaints in the past year concerning the unauthorized release of CPNI.

The companies represent and warrants that the above certification is consistent with 47 C.F.R. §1.17, which requires truthful and accurate statements to the Commission. The companies also acknowledge that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code.

Signed: \_\_\_\_\_



**CPNI Corporate Certification  
Joint CPNI Policy Statement**

I, Irene Peterson, Assistant Secretary, am a corporate officer of Masergy Cloud Communications, Inc. and Masergy Communications, Inc (together, the companies). Pursuant to 47 U.S.C. § 222; 47 C.F.R. §64.2009 of the Communications Act, I hereby state that I am responsible for the companies' compliance with the FCC's CPNI rules and have personal knowledge that the companies are in compliance with the rules. The companies' compliance is demonstrated by the this Joint CPNI Policy Statement.

I attest to the following:

1. The companies maintain CPNI in a variety of databases and record systems. Each of these systems is protected against unauthorized access.
2. Consistent with the Commission's rules, the companies use, disclose, and permit access to CPNI without customer approval for the purposes of providing telecommunications services and VoIP, billing and collecting for services rendered, protecting the companies' rights and property, and providing customer information required by a Public Safety Answering Point.
3. A Corporate Officer has been named as the companies' CPNI Compliance Officer and will certify annually that the companies are in compliance with all Federal CPNI rules and will make the required annual filing to the FCC.
4. The companies secure clients' approval to use CPNI for marketing purposes between itself and its affiliates, prior to any use of CPNI for marketing purposes, with the clients' always retaining the option to opt out at any time. At this time, however, the companies do not use CPNI in their marketing efforts. Customer Notice and Authorization forms are readily available to Company employees / Compliance Officer for distribution to customers upon request.
5. The companies maintain records of compliance for at least the minimum period as required by FCC rules and regulations.
6. The companies have a supervisory approval process in place for any proposed outbound marketing request for CPNI.
7. The companies have a notification process in place to alert law enforcement, the FCC and affected customers in the event of a CPNI breach.

8. The companies have a notification process in place for immediate notice to customers when a customer initiated password or back-up for forgotten passwords; an on-line account; or the address of record is created or changed.
9. Employees who might need to access Customer Service Records (CSR) stored in the OSS of other carriers or service providers have been provided a copy of the CSR Policy, including penalties for non-compliance, and their signed acknowledgements have been obtained and filed.
10. The companies have a formal process in place to certify that CPNI protection policies have been instituted by our applicable vendors, service bureaus and wholesale carriers.

Signed: Irene Peterson  
Irene Peterson